

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (currently amended) A platform-independent method for managing node-specific exceptions in at least one communications within network having a plurality of nodes interconnected with communication lines, comprising:

~~remotely accessing at least one communications network having~~ providing a plurality of network nodes consisting at least in part of ~~at least one~~ self-service financial transaction ~~terminal interconnected with communication lines~~ terminals coupled to a network management system server;

sending node-specific exception data to the network management system sever by at least one of the plurality of self-service financial transaction terminals regarding at least one node-specific exception event occurring at the terminal:

remotely storing said exception data by the network management system sever;

remotely prioritizing said exception data by the network management system server according to pre-defined node-specific exception event priority parameters;

remotely monitoring said exception data by a user at a client terminal coupled to the network management system sever;

receiving a request for information related to said exception data by the network management system server from the user at the client terminal;

presenting said information to the user at the client terminal by the network management system server according to said prioritization of said exception data;

remotely transmitting a corrective response to said at least one node-specific exception event from the user at the client terminal to a destination node the at least one self-service financial transaction terminal, wherein said corrective response is identified by a destination node command ~~and wherein said corrective response further comprises a command issued directly to the destination node by a user for a corrective action on the destination node selected from a group of corrective actions consisting at least in part of a start command, a stop command, a reboot command, and a change current version of software command; and~~

remotely monitoring said destination node command associated with said ~~destination node~~ at least one self-service financial transaction terminal to determine a status of said corrective response.

2. (original) The method of claim 1, further comprising:

remotely constructing an exceptions commands log;

remotely administering said exceptions command log; and

remotely printing said exceptions command log.

3. (original) The method of claim 1, further comprising:

remotely constructing a report, wherein said report is a trouble ticket associated with said exception data.

4. (original) The method of claim 3, wherein said trouble ticket further comprises said destination node command associated with said exception data.

5. (original) The method of claim 4, further comprising:

remotely storing said trouble ticket;

remotely administering said trouble ticket; and

remotely printing said trouble ticket.

6. (original) The method of claim 1, further comprising:

remotely administering said exception data; and

remotely administering destination node command data.

7. (currently amended) The method of claim 1, wherein said exception data further comprises identification of said at least one ~~destination node~~ self-service financial transaction terminal categorized by at least one of the following parameters for said ~~destination node~~ at least one self-service financial transaction terminal:

node filtering;

device filtering;

message filtering; and

audible alert filtering.

8. (original) The method of claim 1, wherein said nodes further comprise a plurality of delivery system nodes.

9. (original) The method of claim 1, wherein said nodes further comprise a plurality of secondary system nodes.

10. (currently amended) The method of claim 1, wherein said ~~nodes are~~ self-service financial transaction terminals further comprise automated teller machines.

11. (currently amended) The method of claim 1, wherein said nodes ~~are~~ further comprise bank servers.

12. (currently amended) The method of claim 1, wherein said nodes ~~are~~ further

comprise communication servers.

13. (currently amended) The method of claim 1, wherein said nodes ~~are~~ further comprise financial servers.

14. (currently amended) The method of claim 1, wherein said ~~communications~~ network is further comprises a financial institution's ~~communications~~ self-service financial transaction terminal network.

15. (original) The method of claim 1, further comprising:

remotely providing a help mechanism to a user.

16. (currently amended) A platform-independent system for managing node-specific exceptions ~~in at least one communications within~~ network having a plurality of nodes ~~interconnected with communication lines~~, comprising:

~~means for remotely accessing at least one communications network having a~~ plurality of network nodes consisting at least in part of ~~at least one~~ self-service financial transaction ~~terminal interconnected with communication lines~~ terminals coupled to a network management system server;

means wherein each of said self-service financial transaction terminals is pre-programmed for sending node-specific exception data to the network management system sever regarding at least one node-specific exception event occurring at said terminal and said network management system server is pre-programmed for remotely storing said exception data; means and for remotely prioritizing said exception data according to pre-defined node-specific exception event priority parameters;

means a client terminal coupled to the network management system sever and pre-programmed for remotely monitoring said exception data by the user;

said network management system server being further pre-programmed for receiving a request for information related to said exception data from the user at the client terminal and presenting said information to the user at the client terminal according to said prioritization of said exception data;

means said client terminal being further pre-programmed for remotely transmitting a corrective response to said at least one node-specific exception event from the user at the client terminal to a destination node ~~the at least one self-service financial transaction terminal~~, wherein said corrective response is identified by a destination node command ~~and wherein said corrective response further comprises a command issued directly to the destination node by a user for a corrective action on the destination node selected from a group of corrective actions consisting at least in part of a start command, a stop command, a reboot command, and a change current version of software command; and~~

means said network management system server being further pre-programmed for remotely monitoring said destination node command associated with said destination node at least one self-service financial transaction terminal to determine a status of said corrective response.

17. (original) The system of claim 16, further comprising:

means for remotely constructing an exceptions commands log;

means for remotely administering said exceptions command log; and

means for remotely printing said exceptions command log.

18. (original) The system of claim 16, further comprising:

means for remotely constructing a report, wherein said report is a trouble ticket associated with said exception data.

19. (original) The system of claim 18, wherein said trouble ticket further comprises said destination node command associated with said exception data.
20. (original) The system of claim 19, further comprising:
- means for remotely storing said trouble ticket;
 - means for remotely administering said trouble ticket; and
 - means for remotely printing said trouble ticket.
21. (original) The system of claim 16, further comprising:
- means for remotely administering said exception data; and
 - means for remotely administering destination node command data.
22. (currently amended) The system of claim 16, wherein said exception data further comprises identification of said at least one ~~destination node~~ self-service financial transaction terminal categorized by at least one of the following parameters for said ~~destination node~~ at least one self-service financial transaction terminal:
- node filtering;
 - device filtering;
 - message filtering; and
 - audible alert filtering.
23. (original) The system of claim 16, wherein said nodes further comprise a plurality of delivery system nodes.
24. (original) The system of claim 16, wherein said nodes further comprise a plurality of secondary system nodes.

25. (currently amended) The system of claim 16, wherein said ~~nodes are~~ self-service financial transaction terminals further comprise automated teller machines
26. (currently amended) The system of claim 16, wherein said nodes ~~are~~ further comprise bank servers.
27. (currently amended) The system of claim 16, wherein said nodes ~~are~~ further comprise communication servers.
28. (currently amended) The system of claim 16, wherein said nodes ~~are~~ further comprise financial servers.
29. (currently amended) The system of claim 16, wherein said ~~communications network is~~ further comprises a financial institution's ~~communications~~ self-service financial transaction terminal network.
30. (original) The system of claim 16, further comprising:

means for remotely providing a help mechanism to a user.
31. (currently amended) A ~~The method for detecting, isolating, categorizing, and resolving exceptions within network nodes of claim 1,~~ further comprising:

displaying a user module at the client terminal for viewing, selecting, inputting, and transmitting a said request from a the user to a the network ~~exception-based-system~~ management system server;
- accepting said request by the network management system server upon submission by said user;
- transmitting said information related to said exception data ~~associated with a destination node~~ from the network management system server to the client terminal in response to said request to said exception-based system management system, wherein

~~said destination node further comprises one of a plurality of self-service financial transaction terminals;~~

~~translating said information related to said exception data into a said corrective action-work request-response by the network management system server;~~

~~processing said corrective action-work request response by the network management system server, wherein said corrective action-work request further comprises a command issued directly to the destination node by a user for a corrective action on the destination node selected from a group of corrective actions consisting at least in part of a start command, a stop command, a reboot command, and a change current version of software command;~~

~~storing results from said corrective action-work request response by the network management system server; and~~

~~sending said results by the network management system server to be displayed by said a user interface at the client terminal.~~

32. (currently amended) The method of claim 31, further comprising:

~~administering said exception data associated with said destination node; and~~

~~managing said exception data associated with said destination node at least one self-service financial transaction terminal.~~

33. (currently amended) The method of claim 31, further comprising:

~~administering said results associated with said destination node at least one self-service financial transaction terminal; and~~

~~managing said results associated with said destination node at least one self-service financial transaction terminal.~~

34. (currently amended) The method of claim 31, wherein said ~~corrective action~~
~~work request response~~ further comprises an on-line request to monitor said at least
one of ~~said destination nodes~~ self-service financial transaction terminal in real-time.

35. (currently amended) The method of claim 31, wherein said ~~corrective action~~
~~work request response~~ further comprises a destination node command to initiate a the
corrective response to the at least one of ~~said destination nodes~~ self-service financial
transaction terminal in real-time.

36. (original) The method of claim 31 wherein said user interface comprises at
least one of the following user modules selected from a group of user modules
comprising:

a login module;

an administration module;

a branch module;

a detail module;

an exception module;

a command module;

a ticket module;

a ticket browser module; and

a status module.

37-44 (canceled)

45. (currently amended) A The system for ~~detecting, isolating, categorizing, and~~

~~resolving exceptions within network nodes~~ of claim 16, further comprising:

means for displaying a user module at the client terminal for viewing,
selecting, inputting, and transmitting a said request from a the user to a the network
~~exception-based system management system~~ server;

means for accepting said request by the network management system server
upon submission by said user;

means for transmitting said information related to said exception data
~~associated with a destination node from the network management system server to the~~
client terminal in response to said request to said exception-based system
~~management system, wherein said destination node further comprises one of a~~
plurality of self-service financial transaction terminals;

means for translating said information related to said exception data into a said
~~corrective action work request~~ response by the network management system server;

means for processing said corrective action work request response by the
network management system server; ~~wherein said corrective action work request~~
~~further comprises a command issued directly to the destination node by a user for a~~
~~corrective action on the destination node selected from a group of corrective actions~~
~~consisting at least in part of a start command, a stop command, a reboot command,~~
~~and a change current version of software command;~~

means for storing results from said corrective action work request response by
the network management system server; and

means for sending said results by the network management system server to be
displayed by said a user interface at the client terminal.

46. (currently amended) The system of claim 45, further comprising:

means for administering said exception data associated with said ~~destination node~~ at least one self-service financial transaction terminal; and

means for managing said exception data associated with said ~~destination node~~ at least one self-service financial transaction terminal.

47. (currently amended) The system of claim 45, further comprising:

means for administering said results associated with said ~~destination node~~ at least one self-service financial transaction terminal; and

means for managing said results associated with said ~~destination node~~ at least one self-service financial transaction terminal.

48. (currently amended) The system of claim 45, wherein said corrective ~~action~~ work request response comprises an on-line request to monitor said at least one ~~of said destination nodes~~ self-service financial transaction terminal in real-time.

49. (currently amended) The system of claim 45, wherein said corrective ~~action~~ work request response further comprises a destination node command to initiate ~~a~~ the corrective response to the at least one ~~of said destination nodes~~ self-service financial transaction terminal in real-time.

50. (original) The system of claim 45 wherein said user interface comprises at least one of the following user modules selected from a group of user modules comprising:

a login module;

an administration module;

a branch module;

a detail module;

an exception module;

a command module;

a ticket module;

a ticket browser module; and

a status module.

51-58 (canceled)

59. (currently amended) ~~A platform-independent~~ The system for managing
~~exceptions in at least one communications network having a plurality of nodes~~
~~interconnected with communication lines, of claim 16 further comprising:~~

~~a network exception-based system management system coupled to at least one~~
~~communications network having a plurality of nodes consisting at least in part of at~~
~~least one self-service financial transaction terminal ;~~

~~an applet that is sent with a web page to said network exception-based system~~
~~management system; and a plurality of client terminals, coupled to said applet~~
~~terminal via said communications network, for user interaction with said at least one~~
~~self-service financial transaction terminal via said network exception-based system~~
~~management system, wherein said user interaction further comprises a command~~
~~issued directly to a destination node by the user for a corrective action on the~~
~~destination node selected from a group of corrective actions consisting at least in part~~
~~of a start command, a stop command, a reboot command, and a change current~~
~~version of software command server.~~

60. (currently amended) The system of claim 59, further comprising at least one
memory component coupled to said ~~communications network~~ management system
server.

61. (previously presented) The system of claim 60, further comprising at least one database stored in said memory component.

62. (currently amended) The system of claim 61, further comprising at least one database processor coupled to said ~~communications network~~ management system server capable of processing data contained in said database.

63-80 (canceled)